

Mahbub Ali directs immigration officials to be amiable with passengers

A Monitor Report

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Dhaka : State Minister for Civil Aviation and Tourism Md Mahbub Ali instructed immigration officials to behave in a friendlier manner with passengers while on duty. He asked immigration officials to be sincere in ensuring that the passengers do not face any kind of harassment or discomfort.

The State Minister paid a surprise visit to Dhaka Airport on August 27 to get a first-hand experience of services associated with the airport and Biman flight operations.

He visited the luggage belt area, ground service equipment division, aircraft ready for take-off, hangar area, Biman Flight Catering Centre and immigration area from 12 pm to 4:30 pm.

At the time, Mahbub gave various directives to improve the quality of services and flight operations of Biman Bangladesh Airlines.

While inspecting a Dammam bound flight of Biman, the State Minister directed to enrich the content of the national flag carrier's in-flight entertainment system for the passengers. He also asked the Biman authorities to be sincerer in ensuring cleanliness after any aircraft returns from a destination.

Mahbub Ali also directed Biman authorities to become more cordial to ensure a comfortable and journey for the passengers.

While visiting the luggage belt area and ground service division, the State Minister suggested to increase the supervision of senior officials in these two sectors.

He advised Biman authority to complete the procurement process of modern equipment for the ground service division with speed and transparency.

Mahbub Ali instructed the staff working at the hangar area to be more careful in handling the aircraft during the maintenance work.

During the visit at BFCC, the State Minister asked Biman officials to ensure better quality of food prepared for the passengers.

Air Vice Marshal M Mafidur Rahman, Chairman of Civil Aviation Authority of Bangladesh; Air Commodore Sadikur Rahman Chowdhury, member (Ops), CAAB; Group Captain Kamrul Islam, Executive Director of the airport, among others, were also present during the visit.